

Fig. 1

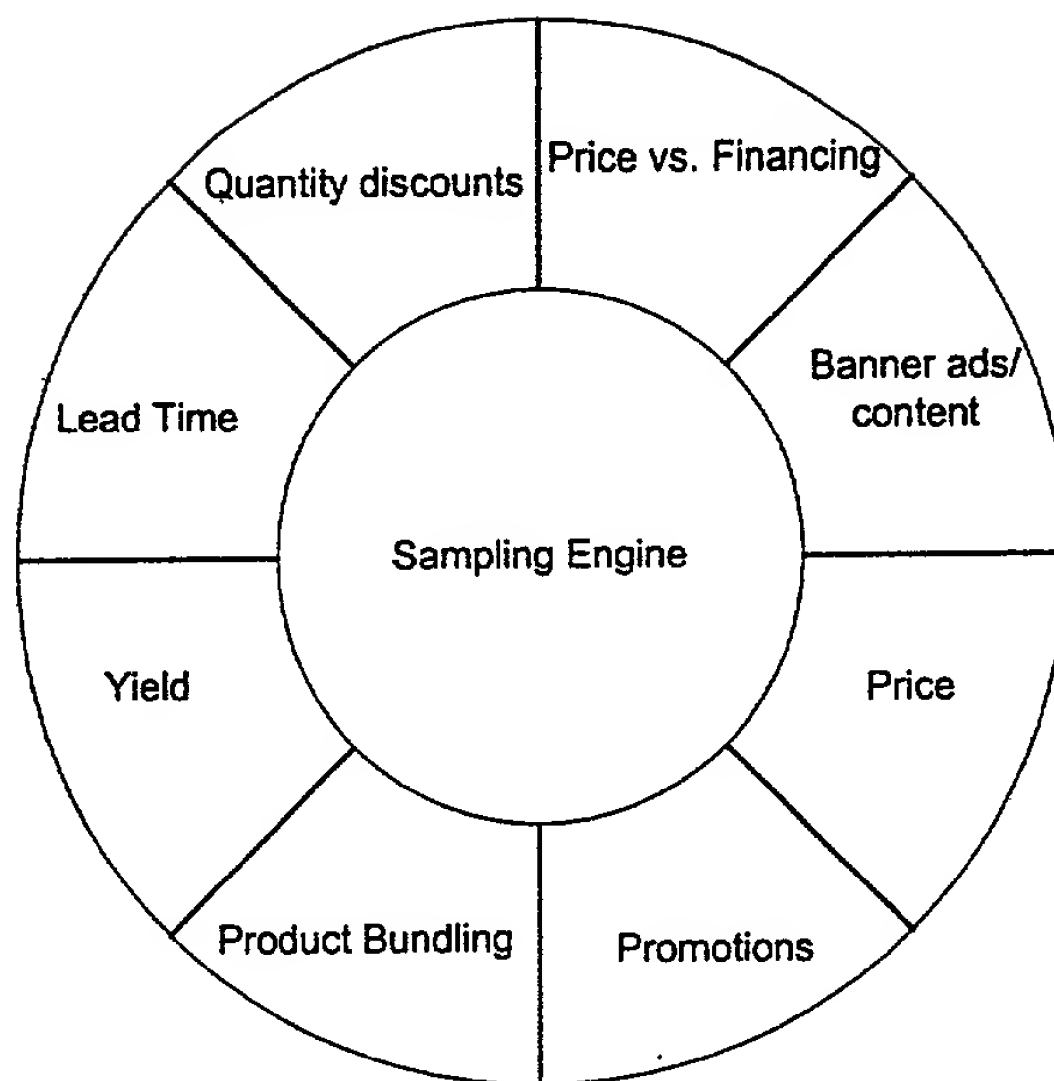
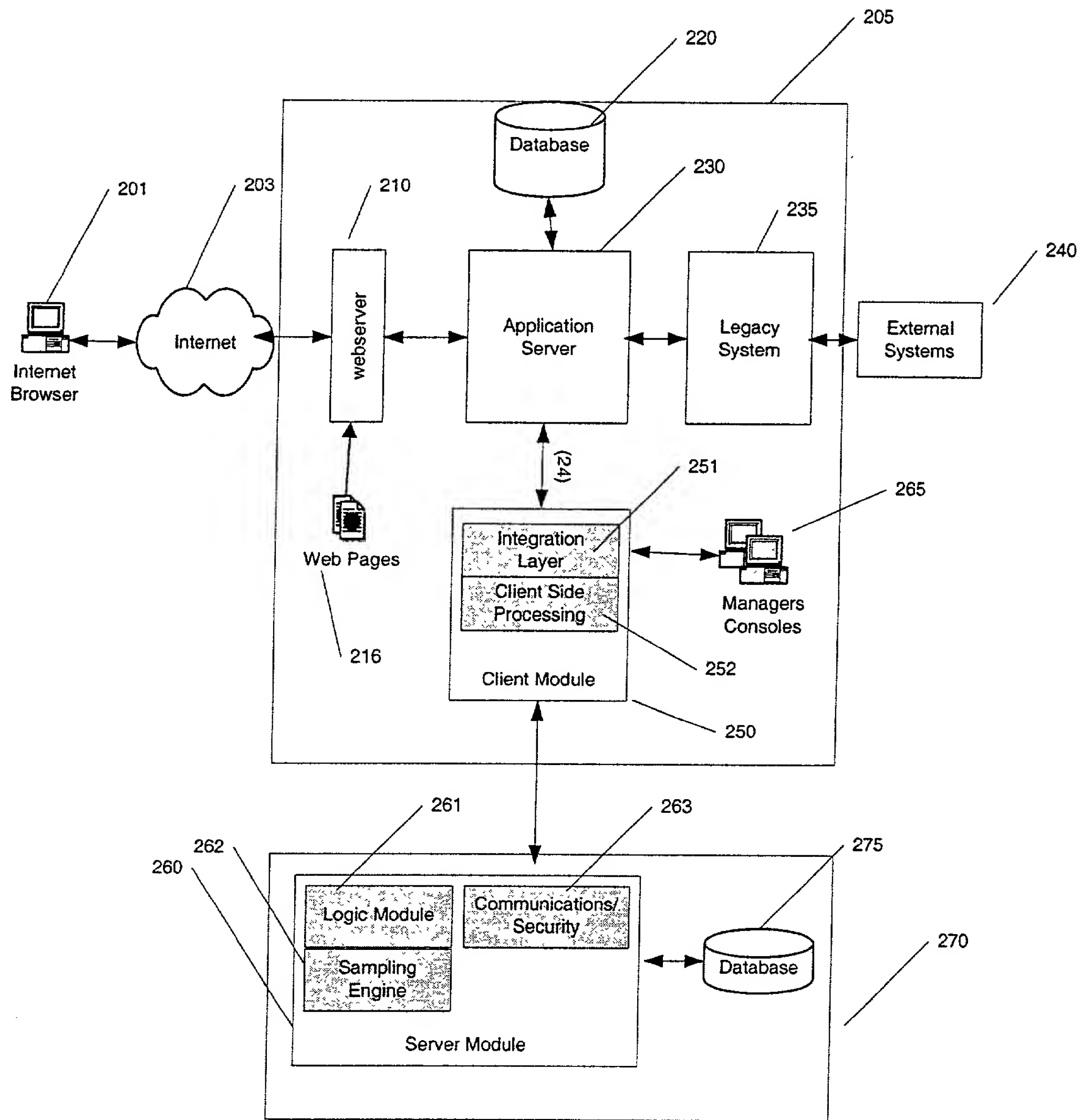


Fig. 2



Patented by 3M

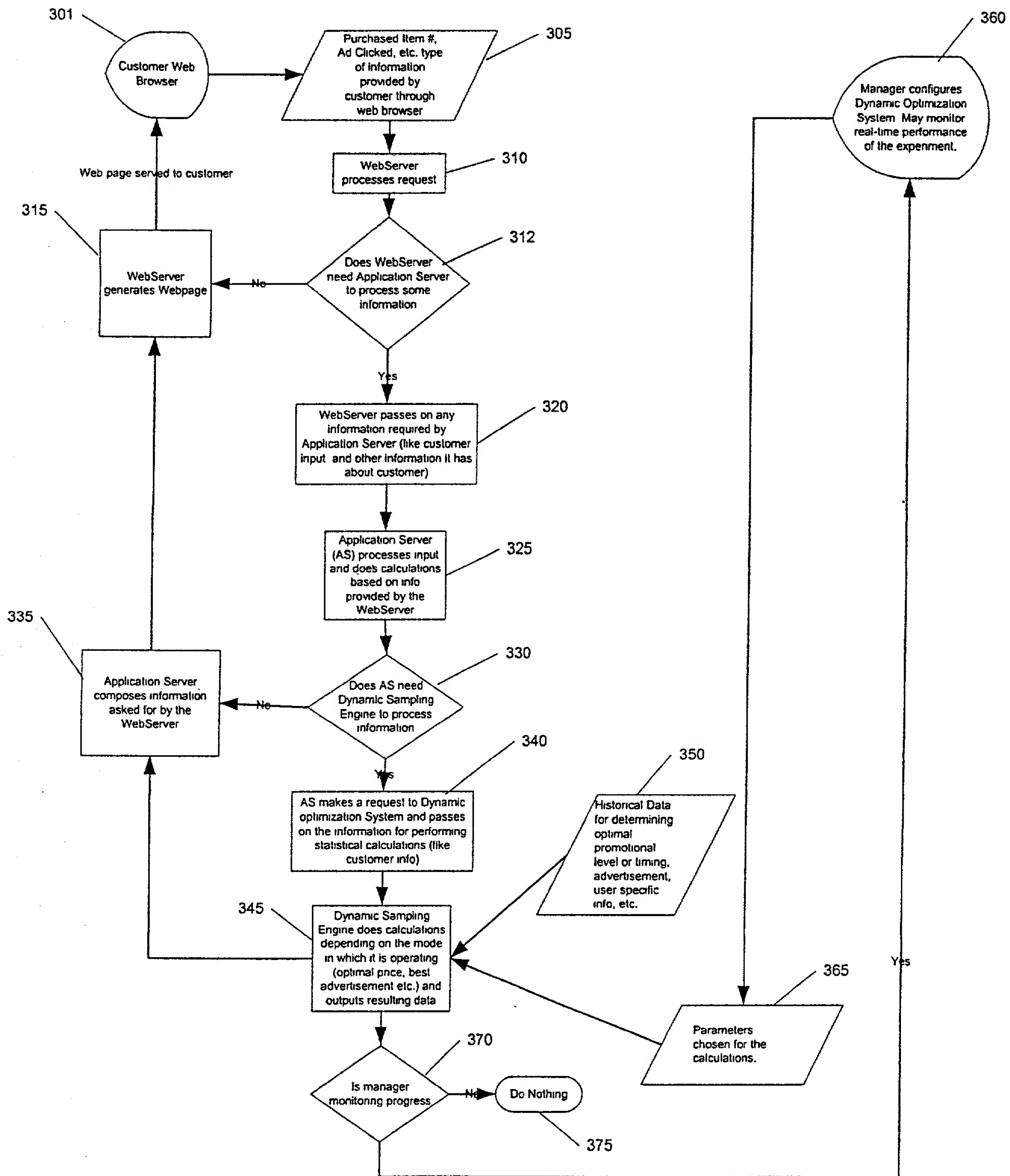


Fig. 3

Customer Retention Flowchart

400

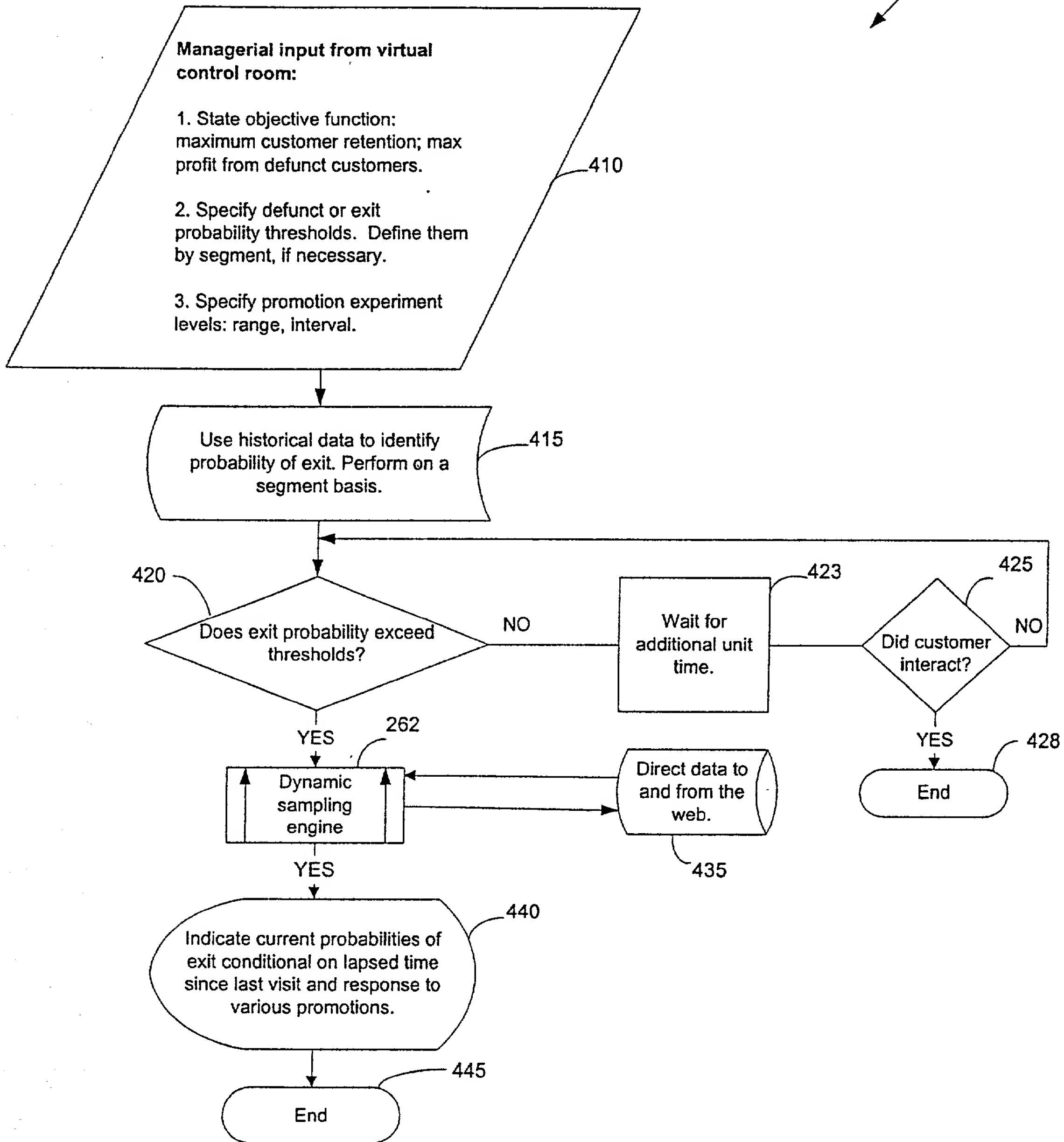


Fig. 4